

Violation of these rules could result in loss of riding privileges. In addition, several rules must be observed:

- Eating, drinking, smoking, or playing of loud music is not allowed.
- Seatbelts are required to be worn by all passengers.
- Tipping the drivers is not permitted.
- Unsafe behavior or destruction of service property will be cause for immediate expulsion from the vehicle

What Is The MVRTA?

The Merrimack Valley Regional Transit Authority (MVRTA) is a public transportation agency established under the Massachusetts General Law Chapter 161B. Member cities and towns of the MVRTA are: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury. The MVRTA provides fixed route bus service, senior and disabled transportation service, commuter van service, and commuter bus service to Boston.

We hope you will enjoy this service.

If you have any questions, suggestions or concerns, contact:

Office of Special Services
85 Railroad Avenue
Haverhill, MA 01835

(978) 469-MVRTA (6878)
option 3

specialservices@mvrta.com

Schedule & Route Information:
(978) 469-MVRTA (6878)
www.mvrta.com

The Merrimack Valley
Regional Transit
Authority Announces

Boston & Peabody Medi-Ride

Medical Transportation Service

Medi-Ride is an advanced phone request service for MVRTA Special Services passengers which provides Monday, Tuesday, and Thursday service from the Merrimack Valley Area to Boston Hospitals and the Lahey Clinic in Peabody.

MVRTA



Effective April 19, 2019

Service Availability

Monday, Tuesday and Thursday

Service is not available on the following Holidays: New Year's Day, Martin Luther King Day, Presidents Day, Patriots Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

Lahey Clinic

Customers should make medical appointments at the Lahey Clinic that start between the hours of 10:30 AM and 2:00 PM. All customers will ride the AM bus trip to the Lahey Clinic - Peabody, scheduled to depart the Merrimack Valley by 9:30 AM and to arrive at the Lahey Clinic by 10:15 AM. The van will depart the Lahey Clinic no later than 3:30 PM. Depending on the appointment times for passengers scheduled each day, a mid-day return trip between 12:00 noon and 1:00 PM may be scheduled for customer convenience.

Boston Hospital

Customers should make medical appointments in Boston that start between the hours of 11:00 AM and 1:30 PM. All customers will ride the AM van trip to Boston, scheduled to depart the Merrimack Valley by 9:30 AM and to arrive in Boston by 10:30 AM. Passengers with the earliest appointments will be dropped off first. The van will begin circulating at 2:00 PM in Boston to pick up persons having completed their appointments, departing Boston no later than 3:30 PM.

* If you have a medical appointment that is not within the service hours that we accommodate, please give us a call and let us know your appointment time, and we will try to accommodate you if possible.

Cost

The rate of fare is \$8.00 cash one-way or \$16.00 cash round-trip. The Medi-Ride service is supplemental to MVRTA's safety-net ADA service, consequently no discount is offered to ADA-eligible individuals. A customer may have one companion accompany him/her for a fare of \$4.00 each way, on a space-available basis. Persons planning to travel with a companion must state so when making the reservation so MVRTA may ensure space is available.

Eligibility

Anyone who is registered as a MVRTA Special Services customer, whether ADA-qualified or non-ADA (i.e., a Senior Citizen), is eligible for the MVRTA Medi-Ride Service. ADA-eligible individuals will have reservation priority. Contact the MVRTA Office of Special Services at (978) 469-6878, "Option 3" for information on registering.

Boston hospitals and medical centers to be served include:

- Massachusetts General Hospital, 55 Fruit St.
- Mass Eye and Ear Infirmary, 243 Charles St.
- Shriner's Burn Institute, 51 Blossom St.
- Boston Medical Center, 1 Boston Medical Center Place
- Tufts New England Medical Center, 800 Washington St.
- Tufts Floating Hospital for Children, 755 Washington St.
- Beth Israel/Deaconess Medical Center, 330 Brookline Ave.
- Brigham and Women's Hospital, 75 Francis St.
- Harvard School of Dental Medicine, 188 Longwood Ave.
- Children's Hospital, 300 Longwood Ave.
- Dana-Farber Cancer Institute, 44 Binney St.
- Joslin Diabetes Center, 1 Joslin Place
- VA Medical Center, Jamaica Plain 150 S. Huntington Ave.

How a Customer Makes a Reservation

MVRTA Special Services customers may make a reservation for the service by calling the MVRTA Office of Special Services at (978) 469-6878, "Option 3". Reservations may be made no more than 14 days in advance, but at least one week (seven days) prior to the day of the trip. The Reservationist taking the trip request will record:

- Date of travel
- Where the customer will be picked up
- Which medical center the customer will be dropped off at
- Time of the appointment
- Physician's or medical center's contact information

All of this information is very important in the scheduling of service

Wheelchair Policy:

The MVRTA's policy for governing the ADA DOT requirement to transport any wheelchair that does not exceed the capacities of the vehicle and its equipment (lift/ramps) is: Drivers must transport all passengers in wheelchairs whose combined weight and dimensions do not exceed the capacities of the vehicle and its equipment. If there is any question as to whether a passenger meets the capacity requirements contact the dispatcher immediately who will work with maintenance. Please note that if the combination of the customer and wheelchair/scooter exceeds the lift capacity; we may not be able to accommodate your trip.

- * Service animals are permitted on all MVRTA vehicles.
- * All schedules, brochures and applications are available in braille, audio and large print.

Reasonable Modifications:

The MVRTA is dedicated to providing equal access to its services for persons with disabilities as well any individual who (either on occasion or over an extended period) may require modifications to the MVRTA's policy, practices, and procedures. Any individual with a disability requesting reasonable modification accommodations for an extended period of time is required to complete the form listed on the MVRTA website or by calling (978) 469-6878 to request a form. A decision will be made within 3 business days from the date of the request.

**In the event that it is not practicable to make the request in advance, it can also be made with the reservationist (when reserving your trip) or directly with the driver (on the same day). The reservationist, driver, and dispatcher will then make determination of whether the modification can be accommodated.*